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November 12, 2009



*Simplex tamen efficens: A usability assessment of the Kids Up Front Calgary website*  
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Investigators

Dear Participant:

Thank you for agreeing to participate in our research project *Simplex tamen efficens: A usability assessment of the Kids Up Front website*, which we are completing as part of our course in Management Information Systems at the University of Calgary. This consent form, a copy of which has been given to you, is only part of the process of informed consent. It should give you an idea of what the project is about and what your participation will involve. If you would like more detail about something mentioned here, or information not included here, you should feel free to ask. Please take the time to read this carefully and to understand any accompanying information.

**Purpose of study:** The goal of the project is to assess the usability of the current Kids Up Front Calgary (<http://www.kidsupfront.com/CAL-about.htm>) website comparatively with a new proposed layout based on Kids Up Front Edmonton (<http://www.kidsupfrontedmonton.com>), and to provide recommendations on how best to improve the website's design to make it more user-friendly.

**Your participation in the study:** Your participation will involve a usability study consisting of two stages. In the first stage, you will be asked to complete three tasks on the current Kids Up Front Calgary website using a computer: registering as a charity partner with Kids Up Front, and finding at least *two* ways to donate tickets. With your permission, you will be recorded doing these tasks using Camtasia Studio™ screen-capture software. You will then repeat these tasks on the Kids Up Front Edmonton website. Once this is complete, you will be provided with a written questionnaire regarding your user experience while performing these tasks and allowing you to compare between the two website layouts.

**Publication of results:** Your interview, and any other material we collect, will be used as the basis for the production of a report outlining the usability of the Kids Up Front website, and assessing Critical Success Factors related to Kids Up Front. The report will be accessible to the instructor of the MGIS 317 course (Dr. Mohammad Rahman), the marker of the project, to other students taking the MGIS 317 course (via a PowerPoint presentation), and members of the Kids Up Front organization.

**Risk to you:** There are no risks associated with this project; at no point in the report or presentation will any participants be listed by name.

**Informed consent:** Before we can begin the usability study, we need your informed consent. You can provide this by reading and signing this form. Your participation is entirely voluntary and you can withdraw at any time, including after the interview begins and any time up to two weeks before the submission of our assignment on December 4, 2009. If you withdraw, any material collected during our contact with you will be destroyed and will not be used in any way in the analysis and writing of the research results. You are free to request more information about the study and you are also free to refuse to answer any specific questions during the interview.

**Confidentiality and anonymity:** Any information collected will remain anonymous and confidential. Names, identities will not be used in our submitted assignment, and care will be taken to ensure that any descriptions of situations or direct quotations cannot be connected to you. Of course, you have the right to waive anonymity.

**Storage of materials:** All materials, including tapes, transcripts of tapes, and any notes our group might make, will remain confidential. Only my group plus the course instructor will be able to access that information. Any research notes and consent forms will be stored for two years under lock and key (or in a password-protected folder for computer data), including during the data collection phase.

Your signature on this form indicates that you have understood to your satisfaction the information regarding participation in the research project and agree to participate as a subject. In no way does this waive your legal rights nor release the investigator or the university from their legal and professional responsibilities. You are free to request more information about the study or to withdraw from it at any time, and you are also free to refuse to answer any specific questions during the interview. Your continued participation should be as informed as your initial consent, so you should feel free to ask for clarification or new information throughout your participation. If you have further questions concerning matters related to this research, please contact Omar Khan, by e-mail at [ofkhan@ucalgary.ca](mailto:ofkhan@ucalgary.ca), or by phone at 403-619-8496. You may also contact Lara Schmitz, by e-mail at [laraschmitz@yahoo.ca](mailto:laraschmitz@yahoo.ca), or by phone at 403-921-7609.

1. Do you agree to participate in the study according to the conditions outlined above?	YES	NO
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2. May we record the study using screen-capture software?	YES	NO
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Participant's Signature\_\_\_\_\_ Date\_\_\_\_\_

Investigator's Signature\_\_\_\_\_ Date\_\_\_\_\_